

Appl. No. 10/772,829
Amndt. dated February 12, 2009
Reply to Office Action of November 13, 2008

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please cancel claim 2 without prejudice and amend claims 1, 3, 5-7, 11 and 13 as follows:

1. (currently amended) A voice recognition system comprising:

a plurality of modules for receiving voice inputs from a user and performing services for the user in response to the voice inputs, each module including at least one function and at least one module including multiple functions; and

a user information database storing user records including a function usage tally indicating the number of times the user has successfully performed each function; and

a prompt selection module for obtaining module, function and function usage tally information for a current function being used by a user selecting a prompt for presentation to the user, a prompt being a message from the system to the user calling for a user input appropriate to the function being performed, the prompt indicating the function being performed, the prompt selection module being operative to identifying both an overall experience level of the user with the system and an experience level with the current function being used and selecting a prompt appropriate to the user's experience level with the current function, selection of prompts tending to favor the presentation of more abbreviated prompts to users with greater experience levels with the current function.

2. (canceled)

Appl. No. 10/772,829
Amdt. dated February 12, 2009
Reply to Office Action of November 13, 2008

3. (currently amended) The system of claim [[2]]1, wherein each module incorporates a prompt selection module to select prompts for that module.
4. (original) The system of claim 3, wherein the prompt selection for each module identifies the function for which prompting is needed and selects from among prompts associated with that function.
5. (currently amended) The system of claim 4, wherein the user information database includes information indicating the user's proficiency in using the overall system.
6. (currently amended) The system of claim [[5]]1, wherein the information indicating the user's a user proficiency score is determined includes information indicating the user's proficiency with each for the current function that is available to the user takes into account the number of times the user has successfully performed the current function as well as the number of errors and the number of repetitions and prompts.
7. (currently amended) The system of claim [[6]]1, wherein the user information database indicating a user's proficieeney with also stores the number of errors for each function includes a function usage tally for each function, the function usage tally for a function indicating a number of times the user has successfully employed the function.
8. (original) The system of claim 7, wherein the prompt selection being used employs the function usage tally for a function to determine a user experience category for the user with respect to the function.
9. (original) The system of claim 8, wherein the prompt selection being used determines the user experience category by selecting an experience category associated with a

Appl. No. 10/772,829
Amdt. dated February 12, 2009
Reply to Office Action of November 13, 2008

range of function usage tally values within which the user's function usage tally for the function falls.

10. (original) The system of claim 9, wherein the prompt selection selects a prompt associated with the user experience category.

11. (currently amended) A method of prompt selection in a voice recognition system employing a plurality of modules, each module including at least one function and at least one module including multiple functions, comprising the steps of:

identifying a module and a function of the voice recognition system being employed when a need for user prompting arises;

storing user records including a function usage tally indicating the number of times a user has successfully performed each function;

identifying both a user experience level for the system and for the function, said identifying including obtaining function usage tally information for the function; and

selecting a prompt appropriate for the user experience level for the function, the prompt being a message from the system to the user calling for a user input appropriate to the function being performed, the prompt to the user indicating the function being performed, selecting of a prompt tending to favor the presentation of more abbreviated prompts to users with higher experience levels while favoring the presentation of more elaborate prompts providing greater detail about the nature of input needed for users with lower experience levels with the function.

12. (original) The method of claim 11, wherein the step of identifying the user experience level is followed by a step of identifying the user as belonging to a particular

Appl. No. 10/772,829
Amdt. dated February 12, 2009
Reply to Office Action of November 13, 2008

experience category and wherein the step of selecting a prompt includes selecting a prompt associated with the experience category to which the user belongs.

13. (currently amended) The method of claim 12, wherein identifying the user experience category for a function includes examining user information for the function retrieved from a voice information database storing user records including a function usage tally indicating a number of times the function has been successfully invoked errors in attempting to use the function by the user.

14. (original) The method of claim 13, wherein identifying the user experience category for a function includes assigning the user to an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

15. (original) The method of claim 14, further including a step of updating the user information for each function whenever the user successfully invokes the function.

16. (original) The method of claim 15, wherein the step of updating the user information includes updating the user's function usage tally for a function upon each successful use of that function.